MISSOURI
Department of Public Safety

FY2021 Version 1.0

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians

THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	• Employees will utilize MoLearning to sharpen or increase their job skills and performance • Implement a consistent on-boarding process for all new employees • Develop and implement a telework plan to ensure continuity of operations and employee safety	• Encourage public feedback on DPS and law enforcement practices • Provide transparency with the public and local officials of the work done in each department through educational videos and/or social media outreach • Expand and enhance partnerships with stakeholders and supporters	• Develop and implement safety and emergency planning through disaster response exercise and participation in statewide emergency planning/drills • Continuous quality improvement of programs, processes and performance • Take full advantage of federal and state programs to protect and support Missouri citizens	• Utilize Missouri's Disaster Medical Assistance Team to support needed missions for circumstances that could occur in the state • Develop after action reports to document improvements, sustain performance initiatives, and evaluate tactics • Obtain and maintain adequate stocks of PPE and other equipment needed for optimal employee health

MISSOURI
Department of Public Safety
Director's Office
FY2021 Version 1.0

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians

THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	• Increase efficiencies in administrative and programmatic functions by cross-training • Emphasize use of MoLearning • Implement a consistent on-boarding process for all new employees • Utilize best practices from statewide COVID-19 After Action Review for daily operations	• Enhance the Missouri Statewide Interoperability Network (MOSWIN) through local agency radio additions, local agency migration to the system full-time, local sub-system expansions and DPS new site installation • Streamline processes (ITSD) and increase efficiencies within the Continuing Law Enforcement Education (CLEE) system. Continue to provide communication and seek new innovative notifications of current CE status and available CE training to officers and agencies • Enhance transparency of peace officers licensing and disciplining process through public forums with Peace Officer Standards Training Commission • Encourage public feedback on DPS and law enforcement practices	• Implement a counter terrorism training program for law enforcement officers • Utilize Next Generation 911 federal grant program to assist public safety answering points (PSAP) in modernization of 911 services • Improve education and outreach to law enforcement on crime victim compensation, juvenile justice, and victim support services • Support to efforts to reduce violent crime in Missouri through the use of grants and staff resources	• Continue efficient workflow at an optimum level whether working on site or off site • Utilize COVID-19 After Action Review to refine the Continuity of Operations Plan • Invest in equipment and processes to increase flexibility of workforce

MISSOURI
Department of Public Safety
Division of Alcohol and Tobacco Control
FY2021 Version 1.0

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians			
THEMES	**Workforce Efficiencies**	**Communication**	**Protection and Service**	**Recovery**
INITIATIVES	• Streamline and clarify ATC processes using LEAN principles to improve customer experience. • Commit resources to collaborate on priority projects within DPS and the State of Missouri. • Provide remote work opportunities to qualifying employees. • Network and collaborate with other state and national industry partners.	• Develop and expand partnerships with local law enforcement and city and county licensing agencies. • Utilize surveys, social media, and other avenues to gather and provide feedback to improve internal and external measures.	• Routinely evaluate agency needs to optimize resource allocation to best serve ATC partners and customers. • Conduct frequent routine audits on top two tiers of industry. • Take a proactive approach to compliance through enforcement, education, training & enforcement.	• Continue transition to an electronic license application process. • Continue transition to an electronic file management system. • Provide enforcement efforts with a complaint driven focus. • Prioritize education efforts through industry member contact and safe implementation of server trainings.

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians

THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	• Design and implement a positive employee onboarding experience that creates a sustainable competitive advantage • Implement document management software to automate internal processes and reduce turnaround times • Standardize operational processes to maximize efficiency throughout MVC • Implement strong internal controls to ensure responsible and transparent fiscal stewardship of taxpayer dollars	• Leverage partnerships with Veteran Organizations, stakeholders, and supporters • Ensure Veterans and their families are identified and connected to benefits through development of veteran services portal • Conduct regularly scheduled, inclusive communication for cross-functional collaboration and coordination	• Improve quality of care for Veteran Home residents by implementing CMS survey guidelines in addition to required Dept. of Veteran Affairs regulations • Develop and implement safety and emergency planning through disaster response exercise and participation in statewide emergency planning/drills • Continuous quality improvement of infection control program including optimizing situational awareness of new and existing threats	• Increase remote work capabilities for team members by ensuring access to systems, improved training on systems, and standardizing hardware • Execute a phased approach and a clear and direct communication plan to re-introduce physical interactions to support Veteran and Family psycho-social needs • Equip Veteran Homes with tools for telehealth delivery to connect Veterans with a wide range of providers and reduce exposure risk to Veterans and overall risk to the origination

MISSOURI
Department of Public Safety
Missouri State Highway Patrol
FY2021 Version 1.0

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians

THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	1a) Develop diverse teams to focus on priority projects 1b) Promote and support the psychological well-being of Missouri law enforcement officers 1c) Training to support mission focused teams 1d) Continue focused efforts to hire and retain diverse workforce, consistent with statewide demographics	2a) Strengthen and diversify community relationships through inclusion and transparency 2b) Promote public safety through innovation 2c) Alert Missouri citizens through communication	3a) Provide an effective program for driver testing 3b) Prevent hazards and threats to public safety 3c) Maintain capacities to perform statutory required responsibilities 3d) Preserve operational assets in a state of readiness 3e) Take full advantage of federal and state programs to protect and support Missouri citizens 3f) Administer excellent and impactful service to **all** Missouri citizens	4a) Develop after action reports to document improvements, sustain performance initiatives, and evaluate tactics 4b) Promote cross training of personnel to insure optimal performance 4c) Provide necessary equipment and software to enhance teleworking capabilities 4d) Maintain the appropriate amount of PPE to properly respond to situations requiring its usage 4e) Maintain accreditation through continued education of policies, best practices, and tactics

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians			
THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery

INITIATIVES	• Provide additional and on-going in-person training opportunities to staff.
	  ➢ In-house
	  ➢ External
	
	• Ensure existing policies and procedures are updated, new policies are implemented if needed, and reviewed by staff.
		• Build and maintain a positive and professional relationship with local law enforcement agencies (measured by data).
		
		• Build and maintain a positive and professional relationship with state and community stakeholders we serve (measured by data).
		
		• Provide excellent customer service through daily interactions.
			• Provide assistance to those visiting the Capitol Complex and Mansion.
			
			• Provide assistance to employees and visitors to state owned facilities.
			
			• Continued response to state owned/leased facilities (calls for service and self-initiated).
			  ➢ Security issues
			  ➢ Medical response
			  ➢ Law enforcement related
				• Stock Personal Protective Equipment (PPE).
				
				• Stock appropriate computer equipment.
				
				• Obtain and maintain inventory of appropriate law enforcement equipment.

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MISSOURI
Department of Public Safety
Missouri Gaming Commission
FY2021 Version 1.0

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians

THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	• Provide development opportunities to employees -MissouriWay training -LinkedIn Learning -Other various training opportunities • Cross train to ensure continuity of operations and promote teamwork	• Improve internal communications -Develop intranet site • Improve employee mobility and online collaboration -Install VOIP phones and utilize Jabber and Webex functionalities within the system	• Reduce the number of cybersecurity incidents • Respond timely to patron complaints and inquiries	• Streamline the remote work process by creating a telecommuting policy. Also, create a training resource for employees needing to use VPN, docking stations, mobile Wi-Fi hotspots, and hold virtual meetings during remote work.

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ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians			
THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	• Ensure personnel are properly trained regarding the safeguarding of Missouri National Guard assets and the performance of duties, receiving additional training as needed. • Implement an updated timekeeping system. • Implement paperless office processes. • Develop and implement a telework plan to ensure continuity of operations and employee safety.	• Promote leadership driven communication to support the "readiness" mission internally and with external partners that support that mission. • Conduct Town Hall meetings for staff and supervisors to enhance effective organizational communication. • Monitor legislation to increase transparency for legislators, leaders and all citizens. • Track and document employee health status for the daily Team Health Report.	• Maintain equipment and asset readiness to ensure maximum function during State Emergency Duty. • Provide trained and disciplined soldiers for COVID-19 screening and testing as well as Civil Unrest missions. • Recognize and award Veterans for combat tours, promoting Veteran appreciation and customer service. • Effectively recruit and retain quality soldiers while maintaining over 100% of authorized end strength. • Provide archived military records to Missouri Veterans.	• Maintain properly trained and equipped units for prompt mobilization for national/state emergencies as directed by the President or authorized by the Governor. • Resume full Military Honor Services to our fallen Veterans. • Maintain focus on employee health by increased cleaning practices and altering workspace to maintain the required social distancing recommendations. Also, offer alternative work schedules and telework options.

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ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians			
THEMES	**Workforce Efficiencies**	**Communication**	**Protection and Service**	**Recovery**
INITIATIVES	• Utilize and/or increase leadership and discipline-specific training and licensing standards • Increase efficiencies in administrative and programmatic functions • Empower employees to provide a "can-do" customer service approach and hold them accountable • Maintain operational footprint and continuity of workflow with little disruption to staff and customers and maintain a customer service mentality	• Build, enhance, and maintain partnerships between governmental agencies, private sector, and citizens • Increase ease of internal, as well as public transparency and engagement with the use of available IT solutions and remote access	• Identify hazards and threats • Improve regulatory compliance to provide a safer environment for vulnerable occupants/residents • Provide impactful service to Missouri citizens and administer excellent customer service • Implement Division Safety Plan for safety and security of all staff	• Provide a unified response for mitigation of and recovery from emergencies and disasters • Wise and responsible use of workforce and resources • Employ cutting edge technology to improve services • Increase of employees' ability of tele-working for safety and continuity

MISSOURI
Department of Public Safety
State Emergency Management Agency
FY2021 Version 1.0

ASPIRATION	Collaborate to provide a proactive approach for the public safety of Missourians

THEMES	Workforce Efficiencies	Communication	Protection and Service	Recovery
INITIATIVES	• Employees will utilize MoLearning to sharpen or increase their job skills and performance • Engage staff in the update of SEMA's Strategic Plan to identify the vision and activities of each program over a five-year planning period • Employees will cross train for needed positions in the State Emergency Operations Center in preparation for Activations • Employees will utilize technologies to produce efficiencies in program and equipment management	• Continue to build relationships with external partners to help Missouri prepare for and respond to natural and man-made disasters • Provide transparency with the public and local officials of the work done in each department through educational videos and/or social media outreach • Develop online training videos of WebEOC, Salamander, and Resource Requests for users • Utilize opportunities to share information with the public about the National Flood Insurance Program	• Develop the Missouri State Medical Reserve Corps beginning July 2020 to provide non-acute medical support in mass sheltering operations by June 30, 2021 • Develop multiple modalities to provide training and exercises to internal and external partners • Increase the number of participants that attend SEMA-sponsored training and exercise programs regardless of modality • Update the existing Joint New Madrid Seismic Zone Plan to fill existing gaps in the areas of Mass Care, Evacuation, Logistics, and Recovery	• Utilize Missouri's Disaster Medical Assistance Team to support SEMA's needed missions • Analyze the life cycle of obligated projects within declared disasters to increase awareness of observable trends and corrective realignment of strategies to reinforce expeditious pacing of project review and increase the efficacy of the payment and the closeout process • Analyze current strategies and invest in processes that will allow for optimal preparation for events which could manifest into a Presidential Declaration • Develop a virtual resiliency summit to be delivered via online webinars and WebEx breakouts